Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (DCAS) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Bell Atlantic Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Negotiated Intervals	A process whereby BA-NY and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and BA-NY requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and BA-NY should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a BA representative into the BA Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Bell Atlantic Central Office. Includes orders with translation changes and dispatches inside a Bell Atlantic Central Office.
Orders with ≥ 10 lines:	In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
POTS Services	*Plain Old Telephone Services* include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.
PON	*Purchase Order Number:* Unique purchase order provided by CLEC to BA placed on LSRC or ASR as an identifier of a unique order.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.

Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access.
Suspend/Restore Orders	Orders completed by BA to suspend for non-payment or restore for payment subject to NY PSC Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for BA to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
Two wire digital ISDN Loop	2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Bell Atlantic's central office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Bell Atlantic, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: • Service order classification of ordering master rec = 0 Provisioning: • Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: • ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank • ISDN Primary: Service Code Modifier (SCM) begins with "IB" • 2 Wire Digital Services • 2 Wire xDSL Services

Special Services	*Special Services* ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Ordering: • Service order classification of ordering master rec = 1 Provisioning: • CL_FID is not NULL Maintenance: • Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Bell Atlantic line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff filing.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Section 4

Maintenance & Repair Performance

(MR)

	Function	Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	5
MR-4	Trouble Duration Intervals	10
MR-5	Repeat Trouble Reports	1

Maintenance and Repair (MR) [1]

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the DCAS access platform.		
Exclusions:		
• CLEC Create Transactions – complex create trouble transactions not available to retail		
Methodology:		
For BA retail representatives: Retail performance will be reported directly from "Caseworker". For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.		
Performance Standard:		
Parity with Retail plus not more than 4 seconds. 4-second difference allows for variations in functionality		
Report Dimensions		
Company: • BA Retail • CLEC Aggregate	Geography: • State	
Products	• Retail	• CLEC
Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

[1] Note: Bell Atlantic uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the appendix at the rear of this document.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Test Trouble transactions.	Number of Trouble test transactions

Function:

MR-2 Trouble Report Rate

Definition:

Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).
UNE Loop is defined as 2 wire analog loop
Complex [2]: Includes 2 Wire Digital and 2 Wire xDSL services.
Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.

Exclusions:

- Report rate excludes Subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on BA official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from Total and Loop/CO report rates:

- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

Performance Standard:

Report Rate:
Parity with BA Retail.
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR
% Subsequent Reports:
Parity to be assessed in conjunction with missed appointments.
% CPE/TOK/FOK Reports: (Customer Premises Equipment, Test Okay, Found Okay)
To be used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
POTS:	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

[2] Retail Complex Performance in Maintenance includes only ISDN services served on 5E switches. No other tracking is possible at this time

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-02	**Network Trouble Report Rate – Loop**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**	
	Count of all loop trouble reports (Disposition Code of 03 and 04)	Count of Lines in service	
MR-2-03	**Network Trouble Report Rate – Central Office**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**	
	Count of all central office trouble Reports (Disposition Code of 05)	Count of Lines in service	
MR-2-04	**% Subsequent Reports**		
Description	Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**	
	Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)	Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-01)	
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate**		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Retail: • POTS/ Complex • Specials	Resale: • POTS/Complex • Specials	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services • Specials
Calculation	**Numerator**	**Denominator**	
	Count of all CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09)	Count of Lines in service	

Function:

MR-3 Missed Repair Appointments

Definition:

The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).
Loop is defined as disposition Codes 03 plus 04 and are always dispatched.
Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.

Exclusions:

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval
- Excludes Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

MR-3-01 and MR-3-02 - Parity with BA Retail.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Manhattan, Greater Metro, Suburban and North-State

Sub-Metrics

MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services

Calculation	**Numerator**	**Denominator**
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).	Count of Loop Troubles (disposition codes 03 and 04).

MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop

Calculation	**Numerator**	**Denominator**
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).	Count of Central Office Troubles (disposition code 05).

Sub-Metrics – Missed Repair Appointment			
MR-3-03	**% CPE/TOK/FOK – Missed Appointment**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**	
	Count of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) disposition codes (07, 08, 09, 12 and 13)	Count of CPE, FOK and TOK troubles (disposition code 07,08, 09, 12 and 13)	
MR-3-04	**% Missed Repair Appointment – No Double Dispatch**		
Products	Retail: • POTS/Complex	Resale: • POTS/Complex	UNE: • POTS – Platform • POTS – Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**	
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499) for troubles with a single dispatch.	Count of Loop Troubles (disposition codes 03 and 04) for troubles with a single dispatch	
MR-3-05	**% Missed Repair Appointment –Double Dispatch** [3]		
Products	Retail: • POTS	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**	
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499) for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]	Count of Loop Troubles (disposition codes 03 and 04) for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]	

[3] When BA-NY opens a second trouble report, after an incorrect dispatch by a CLEC, BA-NY will notify the CLEC by telephone of the second trouble ticket.

Function:

MR-4 Trouble Duration Intervals

Definition:

Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).

For POTS and Complex -type services this is measured on a "running clock" basis. Run clock includes weekends and holidays.

For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).

Out of Service Intervals: The percent of Network Troubles that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO").

Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with BA Retail.

Report Dimensions:

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

Sub-Metrics – Trouble Duration Intervals				
MR-4-01	**Mean Time To Repair – Total**			
Products	Retail: • POTS/ Complex • Specials • IXC FGD Trunks	Resale: • POTS/Complex • Specials	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	
MR-4-02	**Mean Time To Repair – Loop Trouble**			
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services	
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)	
MR-4-03	**Mean Time To Repair – Central Office Trouble**			
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • POTS – Platform • POTS - Loop • 2 Wire Digital Services • 2 Wire xDSL Services	
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition codes 05)	
MR-4-04	**% Cleared (all troubles) within 24 Hours**			
Products	Retail: • POTS/ Complex • Specials • IXC FGD Trunks	Resale: • POTS/Complex • Specials	UNE: • Platform • Loop • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours		Count of central office and loop troubles (disposition codes 03, 04 and 05)	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-05	**% Out of Service > 2 Hours**			
Products	Retail: • IXC FGD Trunks		Trunks: • CLEC Trunks	
Calculation	**Numerator**		**Denominator**	
	Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours		Count of Total Out of service trunk troubles.(Loop & CO)	
MR-4-06	**% Out of Service > 4 Hours**			
Products	Retail: • POTS/ Complex • Specials • IXC FGD Trunks	Resale: • POTS/Complex • Specials	UNE: • Platform • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.		Count of Out of service troubles (Loop & CO).	
MR-4-07	**% Out of Service > 12 Hours**			
Products	Retail: • POTS/ Complex • IXC FGD Trunks	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of Out of service troubles (Loop & CO)	
MR-4-08	**% Out of Service > 24 Hours**			
Products	Retail: • POTS/Complex • Specials • IXC FGD Trunks	Resale: • POTS/Complex • Specials	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.		Count of Out of service troubles (Loop & CO).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)		
MR-4-09	**Mean Time To Repair – No Double Dispatch**	
Products	Retail: • POTS/Complex	UNE: • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 for troubles with a single dispatch.	Count of central office and loop troubles (disposition codes 03, 04 and 05.) for troubles with a single dispatch
MR-4-10	**Mean Time To Repair –Double Dispatch**	
Products	Retail: • POTS/Complex	UNE: • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]	Count of central office and loop troubles (disposition codes 03, 04 and 05.) for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]

Function:

MR-5 Repeat Trouble Reports

Definition:

The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeat as a code 3, 4, or 5 will be classified as a repeat report.

Exclusions:

A report is not scored a repeat where the original reports are:

- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from the "repeat" reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with BA Retail.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail: • POTS/ Complex • Specials • IXC FGD Trunks	Resale: • POTS/Complex • Specials	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From Disposition codes < 14)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

Section 7

Operator Services & Directory Assistance

(OD)

	Function	Number of Sub-metrics
OD-1	Operator Services – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services – Speed of Answer		
Performance Standard:		
Standard: BA-NY's Operator Call Distribution Systems handle all traffic on a first come first served basis, regardless of CLEC or originating trunk group. (Identification of CLEC for branding or billing does not impact call distribution.) Process Parity.		
Exclusions:		
• None		
Report Dimensions		
Company: • New York Operator Service Center • Massachusetts Operator Service Center	Geography: • NY State	
Sub-Metrics		
OD-1-01	Average Speed of Answer – Operator Services	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time for calls to operator service (0) from call origination to answer by operator	Number of Calls Answered
OD-1-02	Average Speed of Answer – Directory Assistance	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time for calls to Directory Assistance from call origination to answer by operator	Number of Calls Answered

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard
Metrics Not Reported:
BA-NY does not have the capability to report this performance area

Section 8

General and Miscellaneous Standards

(GE)

	Function	Number of Sub-metrics
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
BA does not provide directory proofs to CLECs. BA provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
BA-NY does not have the capability to report this performance area

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
BA-NY has filed Engineering and Construction Methods and Procedures that included firm time commitments that are consistent with the applicable Federal and State requirements. BA-NY will respond to requests for its engineering records information within a 45-day time period, and pursuant to the terms and conditions set forth in its conduit licensing agreement 1.
Metrics Not Reported:
BA-NY does not have the capability to report this performance area.

Section 1

Pre-Ordering Performance

(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Ordering Interface	10
PO-2	OSS Interface Availability	3
PO-3	Contact Center Availability	4
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	Software Validation	1
PO-7	Software Problem Resolution and Timeliness	4

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Ordering Interface

Definition:

- ***Response Time*** – For PO-1-01 through –06, response time is the amount of time, rounded to the nearest 1/1ooth of a second between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen. For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second between the issuance of a pre-ordering query and the receipt of an error message associated with a "rejected query."
- ***Average Response Time*** – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –07. Queries that "time-out" are excluded from the calculation of average response time.
- **Rejected Query** – A rejected query is a query that cannot be successfully processed due to the provision of incomplete or invalid information by the sender, and which results in an error message back to the sender.

Time-out – A time-out is a query for which the requested information or an error message is not provided within 60 seconds for PO-1-01 through –04, -06, and –07 or within 330 seconds for PO-1-05 Telephone Number Availability & Reservation. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Exclusions:

- Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

NOTE: *If response time aberrations occur due to failures of the EnView robot itself or the network between EnView and DCAS or between EnView and the BA OSS, BA will note such failure times and report the data without exclusion in a footnote on the report.*

Performance Standard:

For PO-1-01 through PO-1-07: Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface.
For PO-1-08: Not greater than 0.33%.
For PO-1-09: Parity with Retail plus not more than 10 seconds.
For PO-1-10: To be determined

Methodology:

The measurements for PO-1 are derived from simulated pre-ordering queries generated by Bell Atlantic – New York's EnView system (formerly Sentinel). These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.

Performance to CLECs is measured through BA's Direct Customer Access System (DCAS) and its pre-ordering Operations Support System (OSS). EnView replicates the keystrokes of a CLEC representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by DCAS and the pre-ordering OSS.

Performance to BA retail is measured directly to and from BA's OSS. EnView replicates the keystrokes of a BA service representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering OSS.

EnView uses the same account numbers for the CLEC and BA retail simulations. EnView generates simulated CLEC and BA retail queries simultaneously and continuously throughout the day, Monday through Friday, 8 AM to 6 PM, excluding New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. At least ten BA retail simulated queries are generated per hour for each type of query. At least ten CLEC simulated queries are generated per hour for each type of query for each available CLEC interface (currently EDI, WEB/GUI Corba)[1] without regard to CLEC usage of each interface. The total number of simulated queries depends on the average response times.

[1] As new CLEC interfaces become available, the EnView simulation process will be expanded to include them as well. If a CLEC interface is retired, the simulations, measurement, and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

Methodology – Response Time OSS (Continued):
Each query has a unique name based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ".ada." The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction. EnView also generates at least ten simulated incomplete or invalid pre-ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query. PO-1-10 Parsed CSR transactions – Total will be based on time stamps of actual transactions, excluding EnView transactions per time stamps contained in EcXpert system. This metric will be information, with no performance standard applied.
Formula:
Σ Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.
Report Dimensions:

Company: • BA Retail[2] • CLEC Aggregate • CLEC Specific (PO-1-10 only)	Geography: • State
Products	CLEC Aggregate: • EDI • CORBA

Sub-Metrics – PO-1 Response Time OSS Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for CSR transactions.	Number of CSR transactions simulated by EnView.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of Due Date availability transactions simulated by EnView.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of address validation transactions simulated by EnView.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Product and Service Availability.	Number of Product & Service availability transactions simulated by EnView.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [3]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of TN Availability/Reservation transactions simulated by EnView.

[2] There is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance
[3] While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For BA retail representatives this is a required two step process requiring two separate transactions.

Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-06	**Average Response Time – Mechanized Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of Loop Qualification transactions simulated by EnView.
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for a rejected query.	Number of rejected query transactions simulated by EnView.
PO-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Count of transactions that timeout	Total transactions
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Parsed CSR transactions	Number of Parsed CSR transactions simulated by EnView
PO-1-10	**Parsed CSR – CLEC Total**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CLEC CSR transactions	Number of Parsed CSR CLEC transactions

Function:

PO-2 OSS Interface Availability

Definition:

"OSS Interface Availability" measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Bell Atlantic service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell Atlantic employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

Scheduled Availability

- Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and Sundays and Holidays

Note: the number of hours of downtime will be noted in the reports under "observations".
Separate measurements will be performed for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, and Maintenance Web GUI. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Exclusions:

The following exclusions will apply

- Troubles reported but not found in BA
- Troubles reported by a CLEC that were not reported to BA's designated trouble reporting point.

Performance Standard:

Metric PO-2-02: ≥ 99.5%

Methodology – PO-2 OSS Availability

Bell Atlantic is modifying the methodology used to calculate system outages, with implementation planned for September 1999. Bell Atlantic will continue to use EnView as a means of monitoring all BA systems, including retail OSS. However, BA will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if an outage affects only one CLEC, the system availability will be adjusted based on the number of user ID's assigned to that CLEC. For example, if a single CLEC experienced a 3 hour outage, due to a Bell Atlantic problem, system outage would be counted, on a pro-rated basis based on the number of user ID's of the CLEC with the problem. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.

EnView measurement of availability of the EDI interface will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each interface type and OSS. The hours of the day are divided into 6-minute measurement periods.
If EDI for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then EDI is considered available. Unavailable time is calculated only when all EDI transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that EDI was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as "unavailable". If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an EDI problem.

Methodology –OSS Availability (Continued):

Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 160 6-minute measurement periods in a 16-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals (1-(2/160)) x 100 = 98.75% Availability.

Web GUI: BA will implement, date to be determined, a mechanized means to measure availability of the Web GUI interface. Until mechanized measurement of availability of the Web GUI interface is operational, BA will measure availability of the Web GUI interface based on out of service troubles reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point. Once mechanized monitoring is in effect, the Web GUI measurement will be identical to EDI.

Trouble Logs: BA will make available for inspection by the CLEC BA's logs of CLEC reports that the interface is not available.

Formula:

[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.

Report Dimensions:

Company:	Geography:
• CLEC Aggregate	• State Reporting

Products	• Maintenance Web GUI (RETAS) [4] • Pre-Order/Order Web GUI • EDI • CORBA • Maintenance – Electronic Bonding (when developed)

Sub-Metrics – OSS Interface Availability

PO-2-01	**OSS Interface Availability – Total**	
Calculation	**Numerator**	**Denominator**
	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).	Number of Hours in Month.
PO-2-02	**OSS Interface Availability – Prime Time**	
Calculation	**Numerator**	**Denominator**
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.
PO-2-03	**OSS Interface Availability – Non-Prime**	
Calculation	Numerator	Denominator
	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).	Number of Non-Prime Time Hours in Month.

[4] WEB/GUI – Ordering and WEB/GUI – RETAS are run on the same interface (server). Performance will be identical.

Function:

PO-3 Contact Center Availability

Definition:

Contact Center Availability Hours of operation of Center supporting CLECs for ordering, provisioning, maintenance and billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume.
Also includes **Speed of Answer** – CLEC centers. Measured for Ordering and Repair queues. Reported out of the Automated Call Distributor (ACD). Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).
Note: consistent with proposed end user standard, % within 30 seconds includes 15% of Abandons and 10% of busies in denominator.
Speed of Answer is measured in seconds from the time a call enters the BA ACD until it is answered by a representative. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through an ACD. Alternatively, CLECs can call their dedicated representatives on the representative's direct line. If the representative is unavailable, the CLEC can leave a voice mail or press 0 and be transferred to the pool of representatives. BA measures the speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative. For calls to the 800 number, the measurement begins when the call enters BA's ACD; for calls to a dedicated representative, the measurement begins when the CLEC presses 0. In each case, the measurement ends when the call is answered by a representative.

Exclusions:

Calls directed to and answered by dedicated representatives

Performance Standard:

Center Hours of Operation:
Repair Help Desk: 24 Hours/Day – 7 Days a week
Order Entry Assistance: 7AM to Midnight M-F and 8AM to 6PM Sat.
Order Processing Assistance: 7AM to 6PM M-F
Billing & Collections: 7AM to 6PM M-F
System Administration 8AM to 6PM M-F
Pre-Order Center: Such center does not exist. Pre-order assistance is handled by Order Entry Assistance or system administration, depending on the nature of the problem.

To match proposed End User Standard: Speed of Answer: 80% within 30 Seconds

Products	• Resale	• UNE
Sub-Metrics		
PO-3-01	**Average Speed of Answering – Ordering**	
Calculation	**Numerator**	**Denominator**
	Sum of time from call initiated to call answered for calls placed to main number through the automatic call distributor (ACD).	Total Calls Answered by ordering center.
PO-3-02	**% Answered within 30 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Count of calls to main number answered within 30 seconds of call received by the ACD.	Total Calls Answered in ordering center plus 15% of abandoned calls plus 10% of busy calls.

Sub-Metrics (continued) Contact Center Availability		
PO-3-03	**Average Speed of Answering – Repair**	
Calculation	**Numerator**	**Denominator**
	Sum of time from call initiated to call answered for calls placed to main repair number through the call distributor (ACD.)	Total Calls Answered by repair center.
PO-3-04	**% Answered within 30 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Count of calls to main number answered within 30 seconds of call received by the ACD.	Total Calls Answered in repair center plus 15% of abandoned calls plus 10% of busy calls.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
The percent of change management notices (i.e., notices scheduling interface affecting changes) and documentation availability before implementation sent according to prescribed timeliness standards within prescribed timeframes. Documentation should not be considered available until all material changes are made.		
Exclusions:		
None:		
Performance Standard:		
Performance standards are set forth in the change management processes and procedures. BA will comply with applicable change management processes and procedures. Performance standard for % Change Management Notices sent on time is 95% or greater and no delayed notices and documentation over 8 days. * regulatory changes will vary based on application law/regulatory rules		
Timeliness Standards:		
Change type	Change Notification: Interval between notification and implementation	Change Confirmation: Final Documentation Availability before implementation[5]
Type 5 – TC originated	>= 66 days	>= 45 days
Type 4 – Bell Atlantic originated	>= 66 days	>= 45 days
Type 3 – Industry Standard	>= 66 days	>= 45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	N/A
Products	Change Notification: • Type 1 – Emergency Maintenance • Type 2 - Regulatory • Type 3 – Industry Standard • Type 4 – BA originated • Type 5 – TC originated	Change Confirmation • Type 2 - Regulatory • Type 3 – Industry Standard • Type 4 – BA originated • Type 5 – TC originated
Sub-Metrics		
PO-4-01	**% Change Management Notices sent on Time**	
Calculation	**Numerator**	**Denominator**
	Change management notifications sent within required time frames.	Total number of change management notices sent.
PO-4-02	**Change Management Notice – Delay 1 to 7 days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent 1 to 7 days late	
PO-4-03	**Change Management Notice – Delay – 8 plus days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent 8 or more days late	

[5] Type 1 change confirmation is not applicable

Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
Interface Outage: The average amount of time that elapses between BA identification of an interface outage and BA notification to CLECs that an outage exists. Notice will be provided by electronic mail. NOTE: Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information can also be found in the CLEC Handbook.		
Exclusions:		
None.		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • BA North States	
Sub-Metrics		
PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	(Date and time of outage notification to CLECs) - (Date and time interface outage was identified by BA)	Total number of interface outages for which notice was given

Function:

PO-6 Software Validation

Definition:

Bell Atlantic maintains a test deck of transactions that will be used to validate that functionality in a software release works as prescribed. Each transaction in the test deck will be assigned a weight factor, which will be based on the weights that have been assigned to the metrics in any Performance Assurance Plan that the Commission may adopt in relationship to BA-NY's application to provide interLATA services in New York. Within the software validation metric, weight factors will be allocated among transaction types (i.e., pre-order, resale-order, UNE-order, platform-order) and then equally distributed across specific transactions within type. The initial array of weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.

The test deck will be executed by Bell Atlantic - New York at the start of the QA and at the completion of QA. Within 1 business day, following a non-emergency software release to production as communicated through Change Management, BA-NY will begin to execute the test deck in production using training mode. Upon completion of the test BA-NY will report the number of test deck transaction that are rejected or otherwise fail while executing the test. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is defined as failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

Exclusions:

None

Performance Standard:

≤ 5 %

Sub-Metrics

PO-6-01	Software Validation	
Calculation	**Numerator**	**Denominator**
	sum of (weights of failed transactions)	sum of (weights of all transactions in the test deck)

Function:

PO-7 Software Problem Resolution Timeliness

Definition:

Each month, Bell Atlantic will track the number of rejected pre-order and order transactions reported to the Help Desk, and resulting from execution of the test deck and the time frame to resolve. Rejected transactions caused by Bell Atlantic code or documentation errors or omissions that result in type 1 changes are production referrals for the purposes of this metric.

PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a non-emergency software release.

Exclusions:

Pre-orders and orders received after 6:00 PM on Friday and before 9:00 AM on Monday will be treated as received at 9:00 AM Monday.

Performance Standard:

≥ 95% according to schedule below:

Problem Resolution Timeliness Standard measured from time reported to the Help Desk: (See Appendix O).

Change type	Timeliness standard:
Orders rejected, with no workaround	48 hours
Orders rejected, with workaround	10 days

Sub-Metrics

PO-7-01	**% Software Problem Resolution Timeliness**	
Calculation	**Numerator**	**Denominator**
	number of production referrals resolved within timeliness standard	Total number production referrals
PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**	
Calculation	**Data Value**	
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for Identified software resolution changes associated with order rejects with no workaround.	
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**	
Calculation	**Data Value**	
	Number of cumulative delay days (i.e., beyond the 10-day standard) for identified software resolution changes associated with order rejects with a workaround.	
PO-7-04	**Delay Hours - Failed/Rejected Test Deck Transactions – Transactions failed, no workaround** [6]	
Calculation	**Data Value**	
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for software resolution changes associated with order rejects with no workaround for Test Deck Transactions	

[6] This performance measure is to address the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.